



BellSouth Telecommunications, Inc.
333 Commerce Street, Suite 2101
Nashville, TN 37201-3300

guy.hicks@bellsouth.com

February 7, 2002

Guy M. Hicks
General Counsel

615 214 6301
Fax 615 214 7406

VIA HAND DELIVERY

Ms. Shirley Clinard
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

RECEIVED
EXEC. SECRETARY OFF.

FEB 07 2002

TN REGULATORY AUTHORITY

Re: *Complaint of XO Tennessee, Inc. Against BellSouth Telecommunications, Inc.*

Complaint of Access Integrated Networks, Inc. Against BellSouth Telecommunications, Inc.

Docket No. 01-00868

Dear Ms. Clinard:

During the February 4, 2000 hearing in this docket, the Hearing Officer asked counsel for BellSouth Telecommunications, Inc. and counsel for ITC^DeltaCom to work together to provide you with copies of public versions of Late-Filed Exhibit 5 (Bates Nos. 1120, 1123, 1124, 1125, and 1126) and Late-Filed Exhibit 7 (Bates Nos. 1183, 0601, 0571, 0581, 0582, 0984, 1208, and 1209). The public versions of these documents are attached. Please let us know if you need anything more from us.

Very truly yours,

Guy M. Hicks

GMH:ch

cc: Hon. Julie Woodruff, Hearing Officer
Carol Nichols, RDR, CRR, CCR

433006

BEFORE THE TENNESSEE REGULATORY AUTHORITY
Nashville, Tennessee

In Re: *Complaint of XO Tennessee, Inc. Against BellSouth
Telecommunications, Inc.*

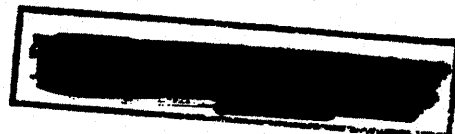
*Complaint of Access Integrated Networks, Inc. Against BellSouth
Telecommunications, Inc.*

Docket No. 01-00868

LATE-FILED EXHIBIT 5

BellSouth Select Definition of Terms

Membership ID	A unique ID assigned by CMG to identify a member. Assigned after the enrollment process has been completed.
Today's Date	Date the customer enrolled in the program
Company Name & Address	Complete name of the company as it appears on their BellSouth bill, including city, state and zip code.
Club Acct # or BTN	13 digit BTN telephone or club account that will be earning revenue and in turn generating the points that will be awarded in this program
Fax #	Customers business fax number
E-mail address	Customers business email address
Contact Person	Individual making decisions regarding telephone service. This can also be the individual granting CPNI.
Telephone #	This is the number where the contact person can be reached.
Person Granting CPNI	The individual giving BellSouth permission to look at all billing records across all BellSouth Companies.
BMI Account #'s	These are mobility relationships billed through BellSouth Business.
.net Account #'s	Internet relationships billed through BellSouth Business.
BAPCO Account #'s	Business relationships through BellSouth Advertising and Publishing.
Bonus Points	Points given to customer as a goodwill gesture to compensate them for a difficult situation or to bring them back to BellSouth.
Name of Individual Approving Bonus	All Points have to be approved by AE and in cases where the bonuses are over 40,000 points the CAM approval must be included.



BellSouthSelect

BELLSOUTH SELECT BUSINESS ENROLLMENT FORM - A

Use this form to enroll customers into the program.

When completed, fax this page only to 1-800-309-3333

Tell the customer:

Thank you for agreeing to enroll in the program. Once you've enrolled, you'll start enjoying the privileges and rewards of BellSouth Select Business. I will need to ask you a couple of questions.

Obtain the following information:

Check this box if the customer is a winback? ☐

If winback and bonus points are being awarded, then check applicable box.

- ☐ 12 month contract = 2,000 points (\$50 value)
☐ 24 month contract = 5,000 points (\$125 value)
☐ 36 month contract = 10,000 points (\$250 value)

CUSTOMER ACCOUNT #: _____ COMPANY NAME: _____

CONTACT NAME _____

Other account numbers (ask the customer if they have relationships with other BellSouth companies that are not combined billed with their monthly BellSouth bill. For example their wireless phone. Write those account numbers below.):

BellSouth Company _____ Account Number _____
BellSouth Company _____ Account Number _____
(If there are more, write them on an attachment and fax together.)

Obtain CPNI approval by reading the verbiage on the next page (Continue to page 2 >>)

Name of individual granting CPNI approval: _____

Date of customer call: _____ Today's date: _____

Important, please tell us your name and phone number!

Your name _____ Company: _____ Phone # _____

CPNI approval - Tell the customer:

In order for BellSouth to be able to provide you customized products and services, we need permission to look at your billing records across all BellSouth companies.

This permission is legally referred to as Customer Proprietary Network Information (CPNI). By agreeing, you are joining the BellSouth Select Business program, giving CPNI permission and enrolling in a service commitment guarantee for your local telephone service.

A notice in your July 1998 bill described your rights concerning product information and its use only by BellSouth and its program vendors.

Customer must agree to the above. If customer wants more information, you can offer to mail them the CPNI notice. The CPNI notice can be mailed from the program service center, simply call 800-290-333 and give them the name and address of the customer requesting it.

> If customer refuses permanent CPNI approval, please notify them that enrollment in the program is contingent upon receiving CPNI approval, and that you cannot enroll them without this approval.

Please fill in the CPNI grantor's information on the first page on the form. ONLY fax the first page of the form.

Thank You!

BellSouthSelect

BELLSOUTH SELECT BUSINESS ENROLLMENT/BONUS POINT FORM

Please refer customer to the Select Service Center for program related questions, Monday-Friday, 8am - 6pm EST. Program Service Center Phone Number: 1-800-290-3333.

When completed, fax this page only to 1-800-309-3333 or email to cmgbellsouthselectbusiness@carlson.com.

☐ Enrollment Only ☐ Bonus Points Only ☐ Enrollment and Bonus Points
☐ PLATINUM ☐ SILVER Name of Person Granting CPNI Approval _____

■ Obtain/confirm the following information:

MEMBERSHIP ID# _____

(Assigned by Select Business Center)

Customer Account # _____ Company Name _____
Contact Name _____ Address _____
City _____ State _____ Zip _____
Telephone # _____ Fax # _____ Email _____

■ Other Account Numbers for Select credit:

BellSouth Company _____ Account Number _____

BellSouth Company _____ Account Number _____

(If there are more, please write them on an attachment and fax together.)

■ Important: please tell us your name, sales code, area code/phone number and the date!

Agent name _____ Sales Code _____ Sales Center _____
Phone # _____ Today's date _____

■ Bonus points awarded only with Sales Manager signed approval.

Bonus points to be awarded: _____ DIA ☐ CIP Fund ☐

Sales Manager approval signature _____

Sales Managers: bonus points awards over 120,000 points (\$3,000) must be handled on a case by case basis with Sara Ducharme (404) 927-3282. All points will be awarded over 2 quarters.

■ Winback Bonus Points, check box if applicable, no approval signature needed.

Check here if winback: ☐

☐ 12 month contract = 2,000 points (\$50 value)

☐ 24 month contract = 5,000 points (\$125 value)

☐ 36 month contract = 10,000 points (\$250 value)

BONUS POINTS

# of Points	Value of Points
2,000	\$50
4,000	\$100
10,000	\$250
20,000	\$500

Bonus points may be awarded in any increment. To calculate the value of points to dollars, simply determine the

amount of dollars you wish to compensate the customer with and multiply by 40. $\$500 \times 40 = 20,000$ points.

BEFORE THE TENNESSEE REGULATORY AUTHORITY
Nashville, Tennessee

In Re: *Complaint of XO Tennessee, Inc. Against BellSouth
Telecommunications, Inc.*

*Complaint of Access Integrated Networks, Inc. Against BellSouth
Telecommunications, Inc.*

Docket No. 01-00868

LATE-FILED EXHIBIT 7

Bellsouth Select

Description

The BellSouth Select Business Program is a corporate loyalty program that rewards members with redeemable points and other valuable discounts and services. The program is available in all nine (9) states.

The Program is administered by the Bellsouth Program Service Center, but you will need to be able to explain the benefits of the program to the customer.

The Program Service Center

The Program Service Center will:

- Answer program related inquiries
- Enroll customers into the program
- Administer and redeem Select points

Eligibility

To be eligible for enrollment in BellSouth Select Business, the customer must:

- Be invited ([REDACTED])
- Agree to give permanent CPNI release (See statement below)
- Meet a spending level threshold of \$250 TBR per month (Platinum level only) See API FID on the customer's record
- Be in wire center 1 - 505 and spend \$100 - \$250 [REDACTED]

CPNI Release Statement

This is the statement to use to secure permanent CPNI release.

"In order for BellSouth to be able to provide you customized products and services, we need permission to look at your billing records across all BellSouth companies. This permission is legally referred to as Customer Proprietary Network Information (CPNI). By agreeing, you are joining the BellSouth Select Business program, giving CPNI permission for your local telephone service."

Note: CPNI release is required to participate in the program.

There are two levels of BellSouth Select Business membership:

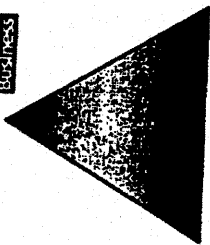
- Platinum
- Silver

Program Benefits

The Platinum level of membership is the higher level. Following is a chart showing the benefits of the Platinum and Silver BellSouth Select Business Programs. Differences in the two levels of membership are highlighted.

Determining Customer Status

BellSouth Select
Business



[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

*Refer to Program Service Center

[REDACTED]

BellSouth Select Business Silver Program

Overview

[REDACTED]
[REDACTED]
[REDACTED] This adaptation of the Select program will be called the BellSouth Select Business Silver program. Customers must be eligible as a Connect and Grow Advantage member to take part in these rewards.

BellSouth Select Business Silver Program

[REDACTED] Only eligible BellSouth Connect and Grow Advantage customers are eligible for the BellSouth Select Business Silver program. The Select Silver program is a modification of the BellSouth Select Business Gold program being used for our MidMarket customers.

Effective Dates

Customers can enroll through August 11, 2000.

How to Enroll Customers

Customers that meet the requirements (See next page) and wish to take part in the BellSouth Select Business Silver program should be :

- [REDACTED] BellSouth Select Business Service Center at 1-800-290-3333
- Provide the Service Center number for the customer to call at 1-800-290-3333

or as a last resort, fax a referral form to the Service Center by:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- Fax to the BellSouth Select Business Program Service Center at 1-800-309-3333

Advise customer they will receive a welcome package in 4-6 weeks.

Customer faxables are also [REDACTED]
[REDACTED]

EFFECTIVE DATE: 05/15/00
VERSION DATE: 06/27/00

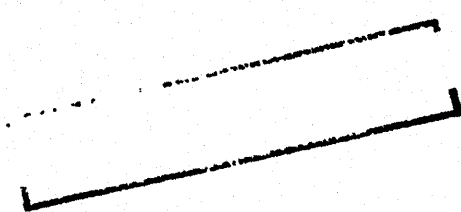
Continued on next page

0571

Competitive Response Job Aid

Offer	Dates	Details
BellSouth Connect and Grow Promotion CCFB & Select Silver	5/8 – 8/11	<ul style="list-style-type: none"> • [REDACTED] • [REDACTED] • [REDACTED] • [REDACTED] • Customer must upgrade to CCFB 4-line package and sign a 24 or 36 month contract. • Benefits include waiver of line charges and enrollment in BellSouth Select – Silver Level. • [REDACTED] • [REDACTED]
CCFB Term Plan	4/6 – Ongoing	<ul style="list-style-type: none"> • Available to any CCFB customer. • Contracts signed for 24 or 36 months. • Discount is 5% or 8% off package price of regulated products. • [REDACTED]
Key Customer	6/26 – 6/25/01 <u>Tennessee</u> 6/26 – 12/25/00	<ul style="list-style-type: none"> • Only available to customers in the listed HOT WIRE CENTERS. (See M&Ps and Job Aid) • Customer location must bill between \$150 - \$6,000 monthly TBR. • Contracts signed for 12, 24, and 36 months. • Monthly discounts range depending on term and monthly billed revenue. (5 – 16%) • Waiver for Web Hosting depending on term agreement.
Select Business Program – Silver level	Ongoing	<ul style="list-style-type: none"> • Eligibility: Only offered together with Connect & Grow as of June '00 [REDACTED] • Benefits: <ul style="list-style-type: none"> • 500 bonus points awarded at enrollment. Several options for increasing points. • Special offers from BellSouth companies • Program Partners discounts (COMP USA, Viking Office Products, Choice Hotels, Airborne Express, etc.) • Assignment to the All-in-One Solutions Center • Quarterly Communications (welcome letter, newsletter & offers) • Fax forms for Select enrollment
Full Circle Win Back	Launch Dates TBD Not Available: SC & TN	<ul style="list-style-type: none"> • Available to former BST customers that has gone to a competitor and wishes to return to BellSouth. • Promotion available in all BellSouth region, except SC & TN (TBD). • Customer must bill between \$70 - \$12,500. • Contracts signed for 18, 24, and 36 months. • Monthly discounts range depending on term and

		monthly billed revenue. (10 – 20%) • Waiver for Web Hosting depending on term agreement.
Win Back Install Waiver	6/15/00 – 6/14/01 except : Alabama Florida North Carolina	• Available to former BellSouth customers who have established service with another local service provider and want to return to BellSouth. • The waiver would be available to customers the first time they return to BellSouth. • Customer must have left BellSouth after June 1, 1998. • Customer must have business services provisioned from the GSST A.



Proposal for local phone service

TELEPHONE NUMBER	NUMBER of LINES	STORE ADDRESS	MONTHLY SPENDING
[REDACTED]	2	[REDACTED]	[REDACTED]
[REDACTED]	2	[REDACTED]	[REDACTED]
[REDACTED]	2	[REDACTED]	[REDACTED]
[REDACTED]	2	[REDACTED]	[REDACTED]
[REDACTED]	2	[REDACTED]	[REDACTED]
[REDACTED]	1	[REDACTED]	[REDACTED]
Key Customer Discount			[REDACTED]
3 Months Free			[REDACTED]
BellSouth Select Discount			[REDACTED]
PROPOSED MONTHLY			[REDACTED]

BellSouth Benefits

- *3 Months Free Service for returning to BellSouth
- *Assigned repair manager for directly escalating problems with service if any should arise
- *1 Year free of our web hosting service
- *Dedicated account manager you can contact for all of your BellSouth Account needs
- *All line connection charges waived under the 1st 90 days of returning if you need to add additional phone lines

**All terms are based on a 36 month agreement. In the above costs the I have divided the 3 months free over 36 months to show an effective monthly BellSouth rate.

BellSouth Select Business

Exclusive Member Services

BellSouth Select Business members enjoy a variety of exclusive services. These services are described below and on the next page.

Repair Service Manager

Provides Select members with a single point of contact for all repair issues.

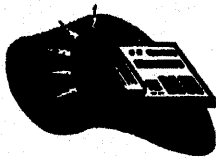
The service manager is a person assigned to BellSouth Select Loyalty program customers. The Service manager will be responsible for the following tasks:

- Handle escalations for Repair
- Provide 2nd Tier support for Select customers who are not satisfied with how their repair is being handled
- Take ownership of the repair escalation trouble until it is resolved
- Status the customer during the process and upon final resolution
- Be available 24 x 7 to assist customers.

Repair Referrals

Use the following table to assist Select Customers with repair problems.

IF....	THEN...
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	Contact the Select Service Manager at 1-888-530-4603



Program Service Center

Program questions can be answered quickly and easily by calling the BellSouth Select Business Service Center. The Service Center also enrolls members, records points and redeems points.

The Program Service Center is a call center staffed by Carlson Marketing Group, our partner in the development and implementation of this program. Calls to the Program Service Center will be answered as "BellSouth."

The Program Service Center can be reached at:

1208

(800) 290-3333



Dedicated Customer Service

BellSouth Select Business members who have BST local service will always have a dedicated BellSouth team to contact about their local phone service products and services.



Member Web Site

Members can log on to an exclusive Select Business web site to (www.BellSouth.com/SelectBusiness) View general program information

- Enroll in the Select Business program
- Check Select Business account point balances
- Redeem points for credit
- Catch up with the latest program news

CERTIFICATE OF SERVICE

I hereby certify that on February 7, 2002, a copy of the foregoing document was served on the parties of record, via the method indicated:

☒ Hand
☐ Mail
☐ Facsimile
☐ Overnight

Henry Walker, Esquire
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062

☒ Hand
☐ Mail
☐ Facsimile
☐ Overnight

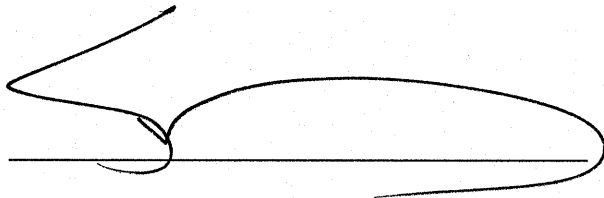
Chris Allen, Esquire
Office of Tennessee Attorney General
P. O. Box 20207
Nashville, Tennessee 37202

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

Nanette S. Edwards, Esquire
ITC^DeltaCom
4092 South Memorial Parkway
Huntsville, AL 35802

☐ Hand
☒ Mail
☐ Facsimile
☐ Overnight

Bob Bye, Esquire
Cinergy Communications Company
8829 Bond Street
Overland Park, KS 66214

A handwritten signature in black ink, appearing to read 'Bob Bye', with a long horizontal stroke extending to the right.